

CRM Developers

Description

The Department of Industry, Science and Resources and our broader portfolio are integral to the Australian Government's economic agenda. Our purpose is to help the government build a better future for all Australians through enabling a productive, resilient and sustainable economy, enriched by science and technology. We do this by:

- growing innovative and competitive businesses, industries and regions
- investing in science and technology
- strengthening the resources sector.

The Chief Information Officer Division (CIOD) provides a range of enabling services and operations delivery to the department and to Australian businesses and is seeking experienced and motivated CRM Developer with strong Microsoft Dynamics 365 and PowerApps (Power Platform) expertise to assist with the development of CRM module/s within an existing Dynamics 365 instance.

Responsibilities

- Develop CRM Modules by configuring and extending CRM modules, business entities, forms, views, and dashboards. Design and implement workflows, business rules, plugins, and Power Automate flows based on documented user stories and functional requirements.
- Configure CRM connectors/integrations to support data flows between various systems, including Azure SQL, the Department's finance system (TechOne) and Power Pages.
- Implementing the Dynamics 365 security model by configuring security roles and access controls and securely integrating external systems.
- Be a contributing member of a multidisciplinary agile project team.
- Maintain and provide input to technical design documentation.

Qualifications

You must hold a current Baseline security clearance at commencement.

Experience

Essential criteria

1. Technical (Dynamics 365 / Power Platform): Demonstrated experience in:

- Configuring and building Dynamics 365 CE/Dataverse solutions (tables, relationships, forms, views, model-driven apps, business rules)
- Implement server side business logic through plugins, workflows and automation using Power Automate and/or Dynamics 365 processes from user stories/requirements
- Building dashboards, charts and reports for business users
- Implementing CRM security and auditing (business units, teams, security roles, field-level security)
- Performing data migration and data quality activities (mapping, cleansing, repeatable imports/scripts)

2. Technical (engineering, integration and operations): Demonstrated experience in:

- Power Platform ALM and release management (solution layering; managed/unmanaged; environment strategy)

Hiring organization

DISR

Employment Type

Contractor

Beginning of employment

Wednesday, 01 July 2026

Duration of employment

12 months with 2 extensions of 12 months each.

Valid through

24.04.2026

Working Hours

40 hours per week.

Remote working arrangements may be considered on a case-by-case basis in consultation with the supervising manager, subject to business needs. Please indicate clearly in your response the candidates desired work location if outside Canberra.

- CI/CD using Azure DevOps for D365/Power Platform deployments (source control, pipelines, automation)
- Secure-by-design/DevSecOps practices (least privilege, secrets management, reviews and change control)
- Enterprise integration and extensibility (Dataverse Web API, Azure Service Bus/REST/Azure SQL; custom development such as C#/.NET)
- Power Platform governance and operations (DLP/connectors, monitoring and troubleshooting) and Microsoft 365 integration (e.g., SharePoint Online)

3. Ways of working: Demonstrated ability to:

- Deliver in a fast-paced agile environment and manage competing priorities
- Communicate effectively with technical and non-technical stakeholders, including clear status/risks/dependencies
- Collaborate in multidisciplinary, geographically dispersed teams
- Adapt approach as requirements evolve while maintaining delivery focus
- Produce fit-for-purpose technical documentation and support BAU handover.